



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY  
RESEARCH TRIANGLE PARK, NC 27711

March 1, 2002

OFFICE OF  
AIR QUALITY PLANNING  
AND STANDARDS


Dear APDLN Downlink Site Coordinator:

Due to the close-out of the cooperative agreement with North Carolina State University (NCSU), their subcontract with Keypoint Services was terminated on September 30, 2001. This means that the downlink sites are no longer covered by a national maintenance agreement. We recommend that each site procure a maintenance agreement on an individual basis with the vendor of your choice; a one-year agreement costs approximately \$300.

Enclosed is a narrative of the language that was used in the national maintenance agreement between NCSU and Keypoint Services. If you have any questions about the services that were covered in the national maintenance agreement, you may contact Mr. Wade Norman, directly, at Keypoint Services. Mr. Norman may be reached at 1-800-539-7646.

Sincerely,

A handwritten signature in cursive script, reading "Howard F. Wright".

 Howard F. Wright  
Group Leader  
Education and Outreach Group

Enclosure



***NATIONAL MAINTENANCE AGREEMENT LANGUAGE***

1. All labor, travel, replacement equipment and shipping charges required to restore service to any covered site experiencing loss or degradation of its satellite signal or loss or degradation of its audio/video signal due to equipment component failure or an act of God.
2. Maintenance services shall be provided between the hours of 8:30 am and 5:30 pm, local time, Monday through Friday, except for national holidays. Local time refers to the time at the particular site requiring service.
3. A Help Desk service with a toll-free telephone number which customer sites may call when experiencing problems with their systems. Keypoint's Technical Support Staff will work with each caller to determine if a site visit and/or replacement equipment will be needed to repair the site. If so, Keypoint will open a service ticket and will notify customer of the problem.
4. Keypoint shall respond to all service tickets by having a field technician on site and prepared to effect repairs within one business day of the ticket's origination.
5. When needed, replacement equipment will be shipped to an affected site from Keypoint's headquarters via UPS or Federal Express next day service.
6. Keypoint shall be responsible for providing a pool of spare equipment for customer's network.
7. Any equipment provided and installed by Keypoint will be covered under this agreement. That includes: satellite antennas, LNBs, IRDs, VCRs, televisions, and A/V carts. Defective equipment will be returned to Keypoint for repair or disposed of off site, at Keypoint's discretion.
8. All costs associated with supplying, maintaining, warehousing, and shipping spare equipment shall be borne by Keypoint.
9. Problems caused by misuse or abuse of the equipment or by unauthorized movement of equipment are not covered by this agreement.
10. Non-emergency work, such as moving, upgrading, or de-installing equipment, is also not covered by this agreement.